

Instructions for Completing the North American ISDN BRI Order Request Form

The Integrated Services Digital Network Basic Rate Interface (ISDN BRI) order request form is intended for use within North America by end-customers, agents acting on behalf of end customers and ISDN network providers (i.e. carriers) to order ISDN BRI services and to exchange ordering information with ISDN BRI Service Providers. This form should be completed according to the instructions below and may be submitted with any additional Order Attachments that may be required. The attachments are optional and each will have a separate instruction sheet included with it.

NOTE 1: This form by itself is not appropriate for ordering CENTREX BRI.

NOTE 2: Throughout the order form any items which appear in *Italics* indicate that the information being requested is optional.

Disclaimer: The Universal Ordering Form is meant to provide the information necessary in ordering basic ISDN BRI service. There will be instances where there will be a need for the Service Provider to call you if additional information is necessary in completing your order. Not all of the items on the form may be applicable to the services provided by every service provider.

The Universal Ordering Form has been developed to be used with the Ordering Codes associated with National ISDN switch protocols. If custom services are required or the local switch supporting service in your area supports custom protocols, then a call to you will occur from the Service Provider for additional information as necessary.

Order Originator Section

This section indicates who is originating the order request. This indicator is required because some of the items in the sections below only apply to certain types of originators. Note that although a carrier may be an order originator this would most typically be for changes to orders and not for new order activity. In addition, this form is not intended to be used by ISDN BRI for resale.

1.1) **Customer/End User, Agent, Carrier, or Other:** check the appropriate order originator where:

Customer/End User: is the person to whom the BRI will be billed or a member of the organization that receives the billing.

Agent: a member of an independent organization authorized to represent the Customer/End User.

Carrier: an ISDN BRI service or network provider.

Other: populated with originator, if other than those listed above.

1.2) **Order Date:** Date initiator sends order to service provider

Carrier/Agent Information Section

This section only applies to Agent and Carrier order originators (as indicated in item 1) and provides information specific to the particular agent or carrier.

2.1) **Company Name:** Company name of the carrier or agent requesting ISDN BRI order activity.

2.2) **Contact Name:** Name of the person responsible for the order request

2.3) **Contact Tel. No:** Telephone number of the person responsible for the order request.

2.4a) **Contact FAX:** FAX number of the person responsible for the order request.

2.4b) **Contact Email Address:** Email address of person responsible for order request

2.5) **Order No./Agent No:** (Optional) Internal order number assigned by the carrier that is associated with this order request or an Agent identification number.

2.6) **Letter of Agency (Yes/No):** (Agents only) Indicates whether a "letter of agency" agreement is on file authorizing an agent to order this service on behalf of a customer.

Customer Information Section

This section should be completed by all order originators. It is used to provide the information required to identify the location of the service, the address for billing, and various required contacts.

- 3.1) **End User (Directory) Name:** Customer/Company name associated with the location where the ISDN BRI service is or will be installed.
- 3.2) **End User Service Address:** Customer/Company address information of the service location.
- 3.3) **End User Tel. No:** Main telephone number for the above customer/company. This number might be used by Service Provider craft to request entry at the service location.
- 3.4) **Contact Name:** (Optional) End User technical support person
- 3.5) **Contact Tel. No:** (Optional) Telephone number of the technical contact
- 3.6a) **Contact FAX:** (Optional) Technical contact's fax number
- 3.6b) **Contact Email Address:** Email address of the technical contact
- 3.7) **Purchase Order Number:** (Optional) Purchase Order Number used by the customer associated with the order. Customer's own order Number.
- 3.8) **Billing Name:** Customer/Company name to which the service should be billed.
- 3.9) **Billing Address:** Billing address information.
- 3.10) **Billing Tel. No:** If other than main telephone number at service address
- 3.11) **Billing Contact Name:** Customer/Company contact person to direct billing questions/inquiries.
- 3.12) **Billing Contact Tel. No:** Billing contact telephone number.

Order Information Section

This section should be completed by all order originators. It is used to provide the information a Service Provider requires in order to complete the requested order activity.

- 4.1) **Type of Request (New, Disconnect, Change, Conversion):**
 - **New:** indicates a new BRI service installation is being requested.
 - **Disconnect:** indicates an existing BRI service is being terminated in its entirety.
 - **Change:** includes all changes to an existing BRI service or an order in progress. This would include adding/deleting service features, adding/deleting lines to an existing service, correcting ordering information, etc.
 - **Conversion:** used to convert an existing analog line to an ISDN line.
 - **Tel No. (PDN 1):** the existing Primary Directory Number(s). This item is entered if Disconnect, Change, or Conversion is checked as the type of request. If the order affects two terminals on a single BRI, specify both Primary Directory Numbers (PDN 1 and PDN 2).
- 4.2) **Customer Desired Due Date:** (Optional) Date the requested order activity should be completed by. This field should only be filled in if the desired due date will differ from the one which corresponds with the Service Provider's standard order interval. Ability to meet this date will be constrained by the Services Provider's internal ordering and provisioning processes. Note that for disconnect activity, if a particular time of day needs to be specified then that time should be included in the Remarks section.
- 4.3) **Service Requested as (Business/Centrex/Residential):** Tariff that applies to the service. Note: Centrex is a multi line service. This offering may have different names in different areas. Please contact your local service provider if you have questions concerning this service.
- 4.4) **Directory Listing (Yes/No):** indicates whether the BRI telephone number(s) should be included in the directory listing.
 - **Yes:** indicates both a directory listing should be provided and that the customer's name and number will be available through Directory Assistance
 - **No:** indicates that a customer's number should be unlisted.
 - **Directory Assistance (Yes/No):**
 - **Yes:** indicates that the customer's name and number will be available through Directory Assistance, although it will be unlisted in the directory.
 - **No:** indicates that the customer's name and number will not be available through Directory Assistance and will also be unlisted.

NOTE: If a directory listing is requested, the name and address included in items 3.1) and 3.2) above will be used by default. Any modifications to this should be indicated through an appropriate entry in the Remarks section.

Yellow Page (Yes/No): indicates whether the BRI telephone number(s) should be included in a Yellow Page listing.

- **Yes:** Populate the Heading (e.g., ZYPH code) if known
- **No:** No action required

4.5) **Blocking (Caller ID/900/976):** (Optional) If checked, these features will be blocked by the service provider.

4.6) **ISDN Ordering Code (IOC):** Include a valid ISDN Ordering Code (IOC). Currently, there are four types of IOCs, each with a different naming convention. IOCs include Generic IOCs (e.g., S), Non-Generic IOCs (e.g., S 1), EZ-ISDN IOCs (e.g., EZ-ISDN 1), and Terminal Packages (e.g., TP-1). If a Generic IOC, Non-Generic IOC, or EZ-ISDN IOC is ordered, only one may be ordered per BRI. If Terminal Packages are ordered, up to two may be ordered per BRI. Note that one Terminal Package Attachment must be included for each terminal on the BRI.

4.6a) **Equipment/Make/Model:** Provide the make and model number(s) of the equipment you will be using with this service.

4.6b) **Call Forward Busy/Don't Answer Tel No:** (Optional) Some IOCs have Call Forwarding Interface Busy and Call Forwarding Don't Answer features. If the selected IOC has these features, you must provide a telephone number to which applicable calls will be forwarded. A separate telephone number can be entered for busy and don't answer. This item is not meant to be used for other call forwarding features (e.g., Call Forwarding Variable).

If Terminal Packages (e.g. TP-2, TP-4) are ordered, this information is specified on the Terminal Package Attachment. For other IOCs (e.g. V, AC), specify the appropriate forwarding number(s) here. If the IOC has call forwarding features on more than one number, separate forwarding numbers may be provided for each telephone number.

If ordering voice mail capabilities from the service provider, enter additional information in the Remarks section. If you have questions on the information that is needed for voice mail capabilities, please call your service provider.

4.6c) **Application:** (Optional) What you will be using the service for (e.g., video, data, voice, etc.)

4.7) **Carrier Selection (Interlata/Intralata):** Default carrier chosen by the customer for Intralata (local toll) and Interlata (long distance and international) transport for each applicable service:

4.7a) **Packet (D and/or B-Channel Packet):** Carrier selection for these service offerings

4.7b) **Ckt Sw Data (Circuit Switch Data):** Carrier selection for this service offering

4.7c) **Voice:** Carrier selection for this service offering

Note: In some cases it may not be possible to provide a carrier for each service offering.

4.8) **Inside wiring (Yes/No):** (Optional) if applicable, this indicates whether or not the Service Provider is being requested to do the inside wiring associated with the order request. Note: Any other details associated with this wiring should be included in the Remarks section.

4.8a) **Jack: 8 Position Jack/Other:** If you are requesting inside wiring please indicate any special jack requirements under 8 position jack or other.

4.9) **Inside Wiring Repair Plan:** (Optional) If you wish to have inside wire maintenance plans through the service provider you will need to populate this field as Yes. No means you will not be contacted for this offering.

If you have populated this field with a Yes and know the type of plan you need, it can be populated in the **Type** field provided on the form.

4.10) **No. of BRIs (Max 3 Per Form):** This field indicates the number of BRIs being ordered. Note: If ordering more than one, all additional BRIs must match all order information given for the original BRI. If Terminal Packages are ordered, only one BRI may be specified on a single form.

4.11) **Attachment(s) Included (Yes/No):** Indicates whether any Order Attachments are included with the order form. Order Attachments are required for Terminal Packages and may be included to provide detail or clarification for other orders.

4.12) **Total Number of Attachment Pages Included:** (Optional) The total number of Order Attachment pages that are included with the ISDN BRI Order Request Form being submitted (e.g. if two Terminal Package Attachments are included, then the total number of attachment pages would be two).

4.13) **Remarks:** (Optional) Order originator should include any additional comments pertinent to placing the order.

Customer Confirmation Details

- 5.1) **Order Date:** Date initiator sends order to service provider
- 5.2) **Order No./Agent No./Purchase Order Number:** (Optional) Internal order number assigned by the Customer, Agent, or Carrier that is associated with this order request.
- 5.3) **End User (Directory) Name:** Customer/Company name associated with the location where the ISDN BRI service is or will be installed.
- 5.4) **End User Service Address:** Customer/Company address information of the service location.

Firm Order Confirmation Section

This section is completed by the Service Provider only. Once an order request is processed by the Service Provider, specific information related to that order will be provided back to the order originator.

- 6.1) **Confirmed Due Date:** Date the requested order activity will be completed by the Service Provider.
- 6.2) **Service:** (Residential/Business/Centrex): indicates the type of service which will be provided.
- 6.3a) **Monthly Charge per BRI:** these are the monthly recurring charges (not including usage charges).
- 6.3b) **Installation Charge per BRI:** The one-time installation fee (not including usage charges).
- 6.4) **Services Provider Contact Name:** Name of the person to be contacted with any inquiries/concerns.
- 6.5) **Service Provider Tel. No:** Contact telephone number.
- 6.6) **BRI Type (NI/Other):** a check on NI indicates the BRI will be a National ISDN BRI. Any other type of BRI should be written in next to "Other."
- 6.7) **Switch Type (SESS, DMS100, EWSD or Other):** indicates the type of Local Serving Office (LSO) switch that is used to provide the BRI. This information may be needed to correctly configure the End User's ISDN CPE.
- 6.8) **ECCKT ID, DNs, SPIDs and Order Number:** For each of the ISDN BRI lines ordered, up to a maximum of 3, the following information should be provided:
 - **ECCKT ID:** (Exchange Carrier Circuit Identification) (Optional) This is the internal code assigned by the Service Provider to identify the BRI line.
 - **Order Number:** (Optional) This is the internal code assigned by the Service Provider that is used to process the order request.
 - **SPID 1, SPID 2, SPID 3:** (Service Profile Identifier) This code may need to be programmed into the ISDN BRI Customer Premise Equipment (CPE). This code is transmitted from the CPE over the BRI D-channel to the LSO switch. It may need to be present in order for the BRI to become active. Depending on the switch type and IOC ordered, all three SPIDs may not be required. Consult the manual of your terminal equipment to determine if a SPID must be entered and the procedures required to enter the SPID into the terminal.
 - **Primary Directory No. (PDN 1-2):** This is the dialable Primary Directory Number that is associated with each SPID. Depending on the IOC and the switch type, there may be other directory numbers associated with each SPID. Other (secondary) directory numbers are listed under the PDN.
 - **Packet Telephone No. (XTN):** This is the directory number for D channel packet service (if ordered). Note that a SPID may or may not be provided with the Packet Telephone Number. This depends on the IOC, the switch type, and the procedures of the service provider.

Note: If additional directory numbers are needed, they can be entered in the Remarks section, with the following format: SPID: additional DNs
- 6.9) **Service Provider Trouble Reporting Tel. No:** Number to be used by the Customer/End User to call in any troubles requiring maintenance by the Service Provider. This number should be valid for as long as the service is active.
- 6.10) **Remarks:** (Optional) Service Provider should include any additional information pertaining to the order confirmation.